

**Hosted by Glasgow City Council
Welfare Rights & Money Advice**

Friday 6 September 2024

Renfield Centre
260 Bath Street, Glasgow G2 4JP

Sponsored by case management software:



AGENDA

- 9.30 **Registration and refreshments**
- 10.00 **Welcome:** Richard Gass, Manager of Welfare Rights & Money Advice at Glasgow City Council
- 10.10 **Guest speaker:** Shirley-Anne Somerville MSP, Cabinet Secretary for Social Justice
- 10.45 **Break**
- 11.00 **Guest speaker:** Professor Peter Matthews, Professor in Social Policy and LGBTQ+ Studies
University of Stirling
Welfare access, assets and debts of LGBT+ people in the UK
- 12.00 **Lunch** (not provided at the venue)
- 1.15 **Workshops:** session one (see 'workshop options' on following page)
- 2.15 **Break**
- 2.30 **Workshops:** session two (see 'workshop options' on following page)
- 3.30 **Information exchange and NAWRA updates** (including the results of our survey of advisers in Scotland)
- 4.00 **Close**

WORKSHOP OPTIONS

If you'd like to run a workshop at a future NAWRA conference, please contact kelly@nawra.org.uk

Workshops all run twice (once at 1.15pm and again at 2.30pm) so please choose **two** of the following:

A. Scottish disability and carers' benefits - Moira Escreet and Angela Toal (CPAG in Scotland)

Workshop level: Intermediate/Practical

We are six years into the devolution of benefits to Scotland. Many people with disabilities and health conditions have already had their benefit moved to Social Security Scotland, and the move for carers began this year. This workshop focuses on the latest on Scottish disability benefits, as well as looking at the new carer support payment and how it differs from carer's allowance. Looking ahead, the workshop will discuss the next disability benefits to be devolved, and future plans for carers' benefits.

B. Delivering advice in prison: a practical workshop - Chad Henshaw and Victoria Byrne (Parkhead Citizens Advice Bureau)

Workshop level: Intermediate/Strategic/Practical

Join Chad and Victoria from HMP Barlinnie's "Improving Lives" project (delivered by Parkhead Citizens Advice Bureau). This practical workshop puts you in the shoes of prisoners sent to HMP Barlinnie (both on remand and sentenced) as they attempt to retain their home, deal with the outside world, and navigate the complexity of the benefit system all whilst in prison. This unique workshop doesn't just cover the answers to these problems you'll find in the book, but the real hurdles and solutions prisoners find themselves to solve their problems.

C. Building a stronger future for the advice sector - Alan Markey (Coventry Independent Advice Service)

Workshop level: Strategic

Alan Markey, NAWRA Chair and CEO of Coventry Independent Advice Service, will lead a workshop focused on how we might build capacity and expertise in social welfare provision. As NAWRA approaches its 50th anniversary, the advice sector faces challenges around recruitment, retention, skills, and capacity. This interactive and solution focused session aims to consider a range of issues including how we bring new (and younger) people into the sector, succession planning and the sustainability of welfare rights provision over the coming decades.

D. Low Income Family Tracker tool - Rachael Walker (Policy in Practice)

Workshop level: Intermediate/Strategic

Policy in Practice's award-winning Better off platform has increased the incomes of low-income families in the UK by more than £750million in the last 12 months. Building on their policy and research work, the team at Policy in Practice support income maximisation through two award-winning tools: the Better Off Calculator and LIFT, the Low Income Family Tracker.

The LIFT tool harnesses benefit administrative data used and generated by DWP and local government to identify, track, and engage with residents missing out on some of the £23 billion in unclaimed benefits every year. This session will explore the power of admin data to do more than administer benefits, how 70 local authorities are using LIFT to proactively allocate funding and increase benefit awards, and how advice agencies and third sector partners are supporting and enhancing this lifeline for people living in poverty.

NAWRA workshop levels:

Introductory	Assumes little or no prior knowledge of the topic or a refresher session
Intermediate	Assumes a reasonable working knowledge of welfare benefits work or some knowledge of the specific topic under discussion
Advanced	Assumes a good working knowledge of welfare benefits work or detailed knowledge of the topic under discussion

Practical	Focusing on developing good practice or offering some 'hints and tips'
Theoretical	Focusing on policy debates or discussion of emerging theory
Strategic	Focusing on planning and putting practical knowledge, and/or theory in to practice

SPEAKERS

[Shirley-Anne Somerville MSP](#) is Cabinet Secretary for Social Justice in the Scottish Government. She has responsibility for Social Security Scotland, benefit automation and advice services, and tackling poverty and inequalities.

[Peter Matthews](#) is Professor in Social Policy and LGBTQ+ Studies at the University of Stirling. He has a particular interest in urban policy; urban regeneration; urban inequalities; housing; equalities and diversity; queer theory and lesbian and gay studies. Matthew will speak about his recent research [Welfare access, assets and debts of LGBT+ people in the UK](#).

EXHIBITOR

[Advice Pro](#) is a fully-managed, secure web-based case management system developed specifically for advice organisations and being used in a variety of other settings including by housing associations, local authorities, universities and public and commercial services. It captures client personal and socio-economic details and casework information over a wide range of matter types.

LOCATION AND TRANSPORT

[The Renfield Centre](#), 260 Bath Street, Glasgow G2 4JP is part of St Stephen's parish church in Glasgow city centre. The what3words address is [string.lovely.port](#)

By train:

- Charing Cross and Anderston stations are nearby.
- Glasgow Central station is a 15 minute walk (alternatively, catch a number 3 or 4 bus from Hope St outside Central station and alight at Kings Theatre)
- Queen Street station is a 20 minute walk (alternatively, catch a train one stop from the lower level to Charing Cross)

By underground:

Cowcaddens, St Georges Cross and Buchanan St underground stations are all within walking distance.

By bus:

- Intercity buses arrive at Buchanan bus station. The bus station is a 15 minute walk from the Renfield Centre or take bus route number 77 and alight at Kings Theatre.
- For full local timetable information see [Traveline](#).

By car:

- There is limited on street metered parking adjacent to the Centre.
- There is a metered bay for motorcycles in Holland Street, one minute walk from the Renfield Centre.
- There is a 24 hour multi storey car park in Elmbank Crescent, G2 4PR, a one minute walk from the Renfield Centre.
- There is also a car park at the Sikh Gurdwara, 174 Berkeley St, G3 7HY, which is six minute walk from the Renfield Centre.

By taxi:

There are taxi ranks located at Buchanan bus station, Glasgow Queen Street rail station, Glasgow Central rail station and on Holland Street adjacent to the Centre.

By bicycle:

- There are 3 cycle stands at the Renfield Centre and at the junction of Elmbank St /Bath St.
- The venue is close to national route [75](#) and [756](#).
- The nearest [cycle hire docking stations](#) are at Charing Cross station and Waterloo Street.

ACCOMMODATION

The following hotels offer budget options close to the venue:

- [Premier Inn Glasgow City Centre \(George Square\)](#)
- [Travelodge Glasgow Queen St](#)
- [Travelodge Glasgow Central](#)
- [Ibis Glasgow City Centre](#)
- [citizenM](#)
- [Safestay Glasgow Charing Cross](#)
- [easyHotel](#)

SOCIAL EVENING

NAWRA members will be meeting up for food and drinks from 7pm on Thurs 5 Sep at [Innis & Gunn Brewery Taproom](#), 22-24 West Nile St, Glasgow G1 2PW. We will have a NAWRA sign on the tabletop, the venue is accessible and everyone is welcome to join us.

The meeting is free to attend but open to NAWRA members only. Find out more about [joining](#).

If you have any queries about the meeting please contact

Kelly Smith, NAWRA secretary
kelly@nawra.org.uk

www.nawra.org.uk